

## **CALLING MI AUTHENTICARE**

### **WHEN ALL BENEFICIARIES ARE IN THE FACILITY FOR THE ENTIRE MONTH:**

- At the beginning of the month, call MI AuthentiCare to verify services provided during the previous month.

1.	Dial the MI AuthentiCare toll free number 1-877-342-5660
2.	Press 1 to select English when prompted. (English is the only option at this time)
3.	You will be asked if you want to check in, check out, or hear a list of provider options. Press 3 for "Provider Options"
4.	You will be asked to enter your Provider ID. Enter your 7 digit provider ID.
5.	You will be asked to enter your PIN. Enter your 5 digit PIN number.
6.	Press 1 to file claims when prompted.
7.	You will be asked to enter the pay begin date. Enter the first day of the previous month.
8.	You will be asked to enter the pay end date. Enter the last day of the previous month.
9.	You will be asked to select a service. Press 1 for Personal Care Service.
10.	You will be asked if you wish to apply the dates to all beneficiaries or some of the beneficiaries. Press 1 to select all of the beneficiaries.
11.	You will be asked if you would like to select another service. Press 2 for "no".
12.	The system will read back the information you have entered for each beneficiary one at a time. After each one, press 1 if the information is correct.
13.	The system will advise you that your invoices have been saved. To hear a brief summary of the invoices, press 1. To review the invoices in detail, press 2.

### **WHEN A BENEFICIARY LEAVES THE FACILITY DURING THE MONTH:**

- After the beneficiary leaves the facility, call the case manager. Call MI AuthentiCare to report services provided.

1.	Dial the MI AuthentiCare toll free number 1-877-342-5660
2.	Press 1 to select English. (English is the only option at this time)
3.	You will be asked if you want to check in, check out, or hear a list of provider options. Press 3 for "Provider Options"
4.	You will be asked to enter your Provider ID. Enter your 7 digit provider ID.
5.	You will be asked to enter your PIN. Enter your 5 digit PIN number.
6.	Press 1 to file claims when prompted.
7.	You will be asked to enter the pay begin date. Enter the first day of the previous month.
8.	You will be asked to enter the pay end date. Enter the last day you should be paid for.
9.	You will be asked to select a service. Press 1 for Personal Care Service.
10.	You will be asked if you wish to apply the dates to all beneficiaries or some of the beneficiaries. Press 2 to select some of the beneficiaries.

11.	You will be asked if you would like to select another service. Press 2 for "no".
12.	The system will play back the name of a beneficiary living in your facility. If this is the beneficiary you wish to create an invoice for, press 1. If it is not the correct beneficiary, press 8 to hear another one or press 9 to enter the beneficiary's 8 digit ID.
13.	After you have selected the correct beneficiary, the system will read back the information you have entered for the beneficiary. Press 1 if the information is correct.
14.	The system will advise you that your invoices have been saved. To hear a brief summary of the invoices, press 1. To review the invoices in detail, press 2.

**WHEN A BENEFICIARY RECEIVES PERSONAL CARE AND SDA ROOM AND BOARD:**

1.	Dial the MI AuthentiCare toll free number 1-877-342-5660
2.	Press 1 to select English. (English is the only option at this time)
3.	You will be asked if you want to check in, check out, or hear a list of provider options. Press 3 for "Provider Options"
4.	You will be asked to enter your Provider ID. Enter your 7 digit provider ID.
5.	You will be asked to enter your PIN. Enter your 5 digit PIN number.
6.	Press 1 to file claims when prompted.
7.	You will be asked to enter the pay begin date. Enter the first day of the month you should be paid for.
8.	You will be asked to enter the pay end date. Enter the last day of the month you should be paid for.
9.	You will be asked to select a service. Press 1 for Personal Care Service.
10.	You will be asked if you wish to apply the dates to all beneficiaries or some of the beneficiaries. Press 2 to select some of the beneficiaries.
11.	You will be asked if you would like to select another service. Press 1 for "yes".
12.	You will be asked to select a service. Press 2 for SDA Room and Board.
13.	You will be asked if you wish to apply the dates to all beneficiaries or some of the beneficiaries. Press 2 to select some of the beneficiaries.
14.	The system will play back the name of a beneficiary living in your facility. If this is the beneficiary you wish to create invoices for, press 1. If it is not the correct beneficiary, press 8 to hear another one or press 9 to enter the beneficiary's 8 digit ID.
15.	After you have selected the correct beneficiary, the system will read back the information you have entered for the beneficiary. Press 1 if the information is correct.
16.	The system will advise you that your invoices have been saved. To hear a brief summary of the invoices, press 1. To review the invoices in detail, press 2.

**For Questions/Problems  
Contact Provider Support  
at  
1-800-292-2550.**